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**INTERINSTITUTIONAL COMMUNICATION
FOCUSED ON UPHOLDING CHILDREN'S RIGHTS
IN THE DEINSTITUTIONALIZATION PROCESS**

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Summary of PhD Thesis in Communication Sciences

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CONCEPTUAL FRAMEWORK OF THE RESEARCH

Relevance and Significance of the Research. In the current global context, marked by a succession of crises, conflicts, and wars, societies cannot afford to overlook the issues faced by children in vulnerable situations. The importance of strengthening child protection and reassessing how the social commitment to future generations can be translated into concrete action is now more relevant than ever. Children, as a particularly vulnerable group, lack the capacity for self-protection, which places a moral and institutional responsibility on society to act in their best interest. Therefore, in the search for the most appropriate and effective solutions—supported through the concerted efforts of both public authorities and society as a whole—this research advances an investigation into interinstitutional communication among the institutions involved in the process of child deinstitutionalization. As practical approaches in this field have advanced and diversified, it is essential that these developments be critically reflected in scholarly analyses that integrate existing experiences, the regulatory framework, and the systemic barriers that must be addressed through a deliberate and responsible effort.

The growing complexity of contemporary challenges, along with the imperative to improve communication among institutions and organizations—both nationally and internationally—has heightened interest in the effectiveness of interinstitutional communication, particularly when it concerns vulnerable groups such as children. In this context, interinstitutional communication emerges as a key dimension within the broader framework of reform processes, such as the deinstitutionalization of children, where collaboration between governmental and non-governmental actors plays a crucial role. It ensures that such processes are conducted not only in strict adherence to legal standards, but also with full respect for and protection of the child’s best interests.

The European Parliament Resolution of 15 June 2023 [29] on the implementation and achievement of the Sustainable Development Goals, in the framework of the 2030 Agenda, underscores the importance of a “whole-of-society” approach. This entails regular and structured collaboration with all institutional actors: civil society organizations, community-based groups, the private sector, trade unions, cooperatives, academia and research institutions, public authorities, and marginalized groups. The development of networks, alongside coordination, cooperation, and collaboration, represents a set of essential strategies for enhancing the effectiveness of joint actions aimed at attaining systemic objectives.

In the context of the present research, the promotion of interinstitutional communication as a vital and effective instrument for ensuring the respect of children’s rights—particularly the right to family-based care—is in full alignment with these strategic directions. These collaborative strategies reflect varying levels of engagement and resource-sharing among organizations, including the exchange of competencies and expertise. Moreover, the institutional validation of efficient communication practices opens up opportunities for achieving a shared goal: ensuring a strategic transition from residential care to care models grounded in family and community settings [46, p. 45]. Consequently, communication and cooperation among institutions with specific expertise in child protection serve as facilitating factors in advancing and accelerating deinstitutionalization programs.

Worldwide, millions of children [37, p. 43] continue to be placed in residential institutions—an approach that not only contradicts the child’s right, as recognized by the United Nations, to grow up in a family environment, but also runs counter to the mounting evidence on the long-term harms of institutionalization. This practice can have serious consequences on children’s socio-emotional

development and mental health, including developmental delays, irreversible psychological trauma, and increased risks to their physical well-being [46, 35]. Research conducted across a range of countries—including EU member states, the United States, the United Kingdom, and post-Soviet nations—consistently shows that residential care can never replace the family model that is essential for a child’s healthy and balanced development. International experts have brought forward compelling evidence to raise awareness of this issue, actively advocating for family-based care as a sustainable alternative and a means to counteract institutionalization. Moreover, statistical data [1], serve as a fundamental and necessary foundation for emphasizing the urgent need to accelerate the process of deinstitutionalization [35]. These data highlight the vulnerable situation of children in residential settings, where they are frequently exposed to risks of violence, abuse, and neglect. In this context, institutional decisions can only be effectively implemented through clear and strategic communication with the actors responsible for putting them into practice. Stakeholders involved in the deinstitutionalization process and the broader system transformation must be thoroughly informed of their roles and tasks, while also being empowered to communicate their recommendations, proposals, and challenges—something that can only occur through efficient, transparent, and two-way communication.

Considering the sensitive nature of the subject and the particular vulnerability of children, interinstitutional communication, when marked by clarity, timeliness, conciseness, fluency, adaptability, and case-specific relevance, becomes a key factor in enhancing the practical effectiveness of child protection reforms. Furthermore, it increases the social impact of public decision-making and strengthens the overall efficiency of child protection mechanisms throughout the deinstitutionalization process.

The relevance of the research concerning the analysis of interinstitutional communication in the process of deinstitutionalization emerges from the existing gaps within the system and the societal significance of actions undertaken to protect children. The importance of researching this issue is underscored by the need for developing an effective communication system between institutions, which ensures the coherence and continuity of interventions supporting child protection system reforms—reforms aimed at guaranteeing the child's right to grow up in a family and community environment. A particular aspect of the research on interinstitutional communication focuses on interprofessional communication as a fundamental area of competence for fostering effective collaboration [42, p. 9], which influences team dynamics, role clarification, collaborative leadership, and conflict resolution.

The research conducted addresses the current demands for comprehensive, multifaceted, and interdisciplinary analysis, given the interdisciplinary nature of the scientific issue at hand. It successfully integrates, in a harmonious manner, analyses from various fields within the thematic context of communication research, including social protection, child rights, public institution management, etc. This integration emphasizes the importance of the topic, facilitating the establishment of common guiding principles, clear assumption of responsibilities, and the creation of a trust-based environment.

In the complex process of deinstitutionalization, which involves professionals from various fields and institutions (social assistance, health, education, justice), interinstitutional communication becomes a key element for effective coordination and the success of interventions, thereby contributing to the protection of children's rights and the achievement of reform objectives.

The placement of children in institutional care remains a practice deemed acceptable by decision-makers, even for the most vulnerable groups, such as children under the age of three [40],

who have complex emotional needs, as well as those with disabilities [48, p.11]. This persists despite international recommendations directed at governments, authorities, organizations, and institutions, all of which emphasize the importance of interventions aimed at strengthening families to prevent child separation. These recommendations advocate for the protection of children without parental care through high-quality family-based alternatives and for the fortification of child protection and care systems [27, p.34]. States are encouraged to redirect resources towards family- and community-based services, ensuring that every child receives care in a community setting, within a family environment [57]. However, **the implementation of deinstitutionalization policies encounters several challenges, primarily stemming from the lack of effective communication and coordination among the involved institutions.** Efficient coordination remains a crucial factor in the successful implementation of the EU-Moldova Association Agenda [25], and in the child care reform process during the EU accession. The EU accession process [40] presents a unique opportunity to access additional financial resources and technical assistance to carry out reforms in the field of child care. In this regard, studying the practices of interinstitutional communication and the mechanisms utilized in replacing institutional care with a range of alternative services—designed to meet the needs of children and ensure the protection of their rights—necessitates an approach grounded in the existing informational landscape. This approach draws the attention of researchers, public and private institutions, and other global entities to this critical issue.

The process of deinstitutionalization is inherently complex, requiring an interdisciplinary and multisectoral approach [5]. Nevertheless, when approached through the lens of interinstitutional communication, it has the potential to foster the development of highly effective strategies and practices. In order to take meaningful action toward halting the institutionalization of children and ensuring the successful implementation of reforms, sustained collaboration and communication among professional groups are essential. This process involves commitments at every level: from government bodies, ministries, and organizations to donors, NGOs, and communities. Consequently, this has given rise to the need for the identification of a unified framework that encompasses all stakeholders engaged in the deinstitutionalization process and reflects the underlying mechanism through which these actors interact. Intersectoral coordination remains critical in bringing together both formal and informal actors, thereby promoting the best possible outcomes for children through a shared focus on priorities, the clear definition of roles and responsibilities, and the establishment of effective implementation mechanisms.

The significance of this issue is underscored by the emphasis on the creation of a structured communication mechanism, one that is carefully tailored to meet the specific needs of children in vulnerable situations. Formalized and purposefully directed communication plays a pivotal role in harmonizing efforts and optimizing the use of resources to address the needs of each individual child. When regarded as an integral component of interprofessional interactions, communication involves various levels, forms, and elements, encompassing a range of specific skills and communicative competencies, all of which are articulated within occupational standards. The promotion of children's rights through strategic communication, which reflects the entirety of actors engaged in interinstitutional interactions, has the potential to shift societal attitudes and mobilize communities in support of deinstitutionalization and the reintegration of children into family environments.

Furthermore, in times of crisis or emergency, well-coordinated communication between institutions enables swift and efficient decision-making, facilitating the resolution of specific issues in a timely manner. By emphasizing variables such as message clarity, frequency, flow, transparency, and cultural sensitivity, practical solutions can be proposed to enhance communication

processes at the systemic level. Thus, communication is not merely a tool; it is a true catalyst for change in the implementation of deinstitutionalization reforms, fostering collaboration among all stakeholders to ensure an effective transition to a modern system that prioritizes the well-being of the child. By drawing on existing analyses within the fields of communication, child protection, and national and international best practices, it becomes clear that the most appropriate and relevant framework for articulating this process is interinstitutional communication.

Moreover, in order to make significant contributions and ensure the long-term incidence of reforms and collective impact, it is essential to ensure that the policies and action plans within the child care system reform are properly integrated into strategic documents, organizational agendas, and policies [46]. National and international protocols prioritize the protection of vulnerable children and adults participating in the programs being implemented. Global human rights reference tools can articulate advocacy messages within the global discourse on human rights. The promotion of advocacy messages, based on policies and funding regulations concerning children's right to a family, contributes to the collective awareness of the necessity to reform the child protection system and provide family-based, community-oriented services for every child. This goal demonstrates that it can only be achieved if there is clarity regarding institutional roles and commitments through continuous, cooperative communication between the responsible entities. Although numerous organizations support the child protection system by providing services, strengthening the capacity of professionals within the system, and developing and promoting policies through partnerships with other public or private organizations, the dimension of institutional communication and collaboration remains a critical, underutilized aspect, one that has yet to be fully explored from a scientific perspective.

The Extent of Research on the Problem. In the Republic of Moldova, research on interinstitutional communication in the context of deinstitutionalization is still in its early stages. A fundamental analysis of the degree of investigation into the issue under discussion reveals that there is a limited body of research reflecting interinstitutional communication in relation to deinstitutionalization. The most significant studies identified, largely interdisciplinary, regarding the detrimental effects of institutionalization, have been conducted by expert groups and researchers from the USA, the UK, EU countries, and the CIS countries: Van IJzendoorn, Marinus H. [51]; Charles H. Zeanah, Charles A. Nelson, Nathan A. Fox, Anna T. Smyke, Marshall P., Susan W. Parker, Koga S. [58]; V. J. Felitti, Robert F. Anda [59]; Mulheir G. [56], Csáky C. [36], Schoenmaker Ch., Juffer F. [44] etc. Experts from the World Health Organization and global research platforms present evidence on the global impact of institutionalization on children (The Lancet Psychiatry; Better Care Network, HHC UK, CTWWC, etc.). Relevant studies in this regard include those by Himmelman A. T. [50], Shumate M. [46] on interinstitutional collaboration and communication; research by Mariëtte M. Van Huijstee, Mara Francken & Pieter Leroy [66] on interinstitutional partnerships and success factors; and studies by Devaney, C., Kealy, K., Canavan, J., McGregor, C. [38] on the barriers and facilitators of interinstitutional collaboration in child protection. Additionally, Russian authors such as Р. Иванян [65] and П. Баутина [66] have analyzed the interdependence between media communication and social assistance, and the role of mass media in addressing social issues.

In the Romanian context, works—either translated or contributions from researchers in the field—address communication as a phenomenon, highlighting paradigms, theories, and analytical models. Among the authors contributing to this perspective are I. Drăgan [9], J. Fiske [11], A. Lesenciuc [14], M. Tomescu [15], M. Pasquier [23], A. Mucchielli [21], S. G. Păun [24], C. Beciu

[2], J. Caune [6], L. Thiery [32] etc. Particularly useful for the completion of this doctoral thesis, given the specificity of the issue addressed, were studies analyzing the communication competencies of social workers, such as those by Lazăr F., Cristea D [12].

To ensure that the research is underpinned by a solid conceptual-theoretical foundation, generalized analyses were conducted regarding the evolution of communication theories and models, as well as the manner in which communication is addressed from the perspective of processes. This involved examining communication theories, the theory of communication processes, and classical models of communication, such as: the Linear Model of Communication (Shannon and Weaver, 1949), the Lasswell Model, the Circular Model of Communication, Jakobson's Model, which identifies the six functions of language, and the Mathematical Model of Communication (Claude Shannon), which emphasizes the technical aspects of message transmission, including the source, transmitter, channel, receiver, and noise. Among the numerous studies on communication, particular attention was given to models that offer a specific approach to the framework of the issue explored in this research, such as: Erving Goffman's analyses [28], which provide an understanding of interpersonal dynamics within institutions; the contributions of James G. March [54], which clarify the impact of decision-making processes on communication and organizational performance; Michel Foucault's analyses [10], which examine how power and control are exerted through institutional discourse; Anne Gregory's studies [41], which emphasize the strategic role of communication in reputation management; and the research by Cynthia Stohl [47], which investigates the impact of institutional communication on organizational culture, strategy, and performance.

Additionally, theories of partnerships were studied, such as the structural-functional theory (E. Durkheim, T. Parsons, R. Merton), whose relevance lies in explaining how institutions function and interact; the complex theory of social systems [31] (Niklas Luhmann); and the domain theory (Emery and Trist, 1965), which supports the dynamic nature of an institution's field of activity, arising from common challenges faced by organizations, which develop through a process of mutual understanding of a specific domain. Research focused on learning and innovation theory suggests that institutions form alliances and interinstitutional relationships to capitalize on development and innovation opportunities, facilitating the effective use and transfer of knowledge (TK) in a methodical approach. Furthermore, it was essential to supplement the content with references to research that addresses deinstitutionalization and the protection of children's rights. From this category of research, studies were selected that focus on: theories and concepts related to psychological security and attachment, attributed to authors such as K. Horney, K. M. Ainsworth, J. Bowlby, M. Main, A. Maslow; the theory of empowering social roles (W. Wolfensberger), which forms the theoretical-scientific foundation for the concept of disability [4, p. 130].

Thus, it has been established that communication between public and private institutions represents a multifaceted process, designed to facilitate the implementation of policies and public decision-making in the service of societal interests. This niche offers an open space for exploring interinstitutional communication and the infrastructural challenges that either facilitate or hinder intersectoral collaboration, with a focus on current policies and the regulatory frameworks of interinstitutional mechanisms in the domain of child rights protection.

The multidisciplinary approach ensures the interconnection of concepts, theories, and models drawn from fields that are aligned with the topic at hand and can significantly contribute to the mutual enrichment of the scientific domains involved. In the Republic of Moldova, C. Marin [17], as a pioneer, delved into the specifics of institutional communication, emphasizing its functional character. V. Moraru [19] reiterated the vital role of communication and the media in the

democratization of society. G. Stepanov examined the impact of the media on society and the educational process, as well as the role of institutionalized education in transmitting and reinforcing social values [20]. L. Malcoci explored the intersection of the media and public opinion [16], underscoring the role of communication in engaging with individuals with disabilities. A. Dolghii brought attention to the historical perspective [8] of residential institutions. M. Bulgaru, N. Sali, T. Gribincea [3], and M. Dilion addressed the issues surrounding professional communication among social workers at both group and community levels, along with the methodologies of social assistance [4]. This overview highlights the sequential approach to the issue, with the evolution of the phenomenon underscoring the need for studies focusing on aspects of communication within public institutions, particularly emphasizing how interinstitutional communication can contribute to enhancing public services. Thus, there is a pressing need to accord greater significance to interinstitutional communication, especially in the context of globalization and the imperative of improving relations between institutions with divergent organizational cultures.

It is noteworthy that several studies — both in the West, the CIS, and the domestic scientific landscape — have addressed the effects of institutionalization on children in isolation, with the phenomenon of institutionalization being examined from various perspectives, through a series of analyses, studies, and reports. Furthermore, it is important to recognize that certain facets of communication and collaboration between actors and institutions involved in child protection have been explored in various studies. However, it can be observed that the research conducted has only tangentially tackled communication issues within the framework of deinstitutionalization, based on data and reports generated by public authorities and civil society representatives. In contrast to other research, this doctoral thesis introduces the concept of *interinstitutional communication* into the national scientific and professional discourse. This concept is analyzed and validated by assessing communication issues based on the perspectives of key informants, expert practitioners with experience in the field of deinstitutionalization, and the target audience who interacts with the institutions. Such an approach helps identify barriers and develop practical recommendations aimed at improving dialogue, thereby enhancing the deinstitutionalization process and ensuring that each child grows in a secure and protective environment where their rights are guaranteed.

The significant scientific problem addressed by this research lies in the clarification of the epistemic status of interinstitutional communication, substantiated by its practical relevance in the process of deinstitutionalization and child rights protection. This entails establishing a conceptual boundary and identifying the functional particularities, characteristics, principles, and methods to enhance the efficiency of interinstitutional communication, ensuring the consistency of actions and contributing to the successful implementation of deinstitutionalization.

The results obtained have made a substantial contribution to the consolidation of a complex and systemic perspective on interinstitutional communication within the deinstitutionalization process, providing a theoretical and praxiological foundation for it. The research highlights the evolution of deinstitutionalization reforms at the national and international levels, the methods of interinstitutional communication, the barriers, facilitators, and mechanisms that can ensure progress, and underscores the benefits of partnerships between public and private entities.

The research goal is to conduct a systemic analysis of interinstitutional communication as an effective tool/mechanism for child protection in the process of deinstitutionalization.

The achievement of this goal is realized by showcasing the best practices of interinstitutional communication, analyzing the factors that determine the specific characteristics of communication within institutions focused on child rights protection, and highlighting the importance of

collaboration and communication competencies between institutions, as well as the human resources within institutions dedicated to child protection in the deinstitutionalization process.

The objectives of the thesis, which contributed to the fulfillment of the proposed goal, are as follows:

- Establishing the conceptual landmarks of interinstitutional communication through a thorough analysis of specialized literature and existing practices at both the national and international levels, regarding communication, deinstitutionalization, and child rights.
- Clarifying the epistemic status of interinstitutional communication by evaluating the analytical and pragmatic frameworks pertinent to the field.
- Defining the role of interinstitutional communication within the context of interactions between various entities possessing competencies in child rights protection.
- Identifying the particularities, characteristics, and challenges inherent in interinstitutional communication.
- Assessing the evolution of interinstitutional communication within the context of reforms in deinstitutionalization and child protection.
- Arguing for the formal and protective dimensions of interinstitutional communication as an effective mechanism for safeguarding child rights within the deinstitutionalization process.

The objectives outlined seek to strengthen the research from both a theoretical and practical perspective, illustrating the multifaceted and complex nature of the scientific issue under investigation.

Clarifying the goal and objectives of the thesis, which establish the conceptual-analytical foundation of the research and delineate the boundary between the subject and object of study, facilitates the introduction and acceptance of the concept of *interinstitutional communication* applied to child rights protection in the deinstitutionalization process. Furthermore, this research contributes valuable insights into the key factors that facilitate the promotion of child rights, particularly in the communication between social institutions throughout the deinstitutionalization process.

The object of this research is interinstitutional communication, with a particular focus on the safeguarding of children's rights within the deinstitutionalization process. **The subject of the research** consists in examining the key aspects and facilitating factors that promote the rights of children, as reflected in the communication between social institutions engaged in the deinstitutionalization process.

General Research Hypothesis. Influenced by international mechanisms and policy documents, the deinstitutionalization process has, to some extent, contributed to the protection of children's rights. However, the lack of a detailed and comprehensive implementation of these rights has led to significant deficiencies in interinstitutional communication, thus undermining the effectiveness of the deinstitutionalization process.

Specific Hypotheses:

- The dysfunctionality of communication among the institutions involved in the deinstitutionalization process contributes to delays and inefficiencies in implementing the necessary measures to transition children to appropriate family-based settings, thereby impacting the protection of their rights.
- The flow of information between the institutions involved in deinstitutionalization is inconsistent and fragmented, adversely affecting the efficiency of the process and the safeguarding of children's rights.

- The institutions engaged in deinstitutionalization do not possess a standardized set of documents in line with international guidelines, which impedes the detailed and comprehensive application of children's rights.
- Divergences in the interpretation and understanding of the deinstitutionalization process lead to deficiencies and dysfunctions in its implementation; however, these issues can be addressed through the formalization and adoption of principles of interinstitutional communication.
- The institutions involved in deinstitutionalization have gradually developed documents and practices aimed at ensuring the protection of children's rights, which must be implemented through the widespread utilization of interinstitutional communication.

Synthesis of the research methodology and justification of the chosen research methods. In order to carry out the research on interinstitutional communication, it was essential to apply a diversified methodology that would ensure maximum efficiency in achieving the established objective. The methodological framework incorporated both general scientific methods as well as methods specific to particular scientific fields, complemented one another and lent logical coherence and relevance to the research. The following methods were predominantly employed: *method of content analysis*, applied to identify connections and formulate generalizations based on an extensive review of scientific literature in the fields of communication, social assistance, and children's rights; *historical method*, through which, by overlaying the stages traversed and the challenges encountered, as well as the solutions adopted, it was possible to generate hypotheses and analytical platforms that demonstrate how interinstitutional communication is justified and operationalized; *interpretative method*, which facilitated the intersection between the practice of deinstitutionalization, the corresponding regulatory framework, and the implementation of interinstitutional communication and its foundational principles, *comparative method*, instrumental in emphasizing and systematizing ideas concerning interinstitutional communication by distinguishing it from other forms of communication; *systemic and structural method*, necessary for consolidating disciplinary differences into a cohesive perspective, aiding in the integration of communication and public relations research within the broader scope of the study.

Equally important to the final outcomes of this research were the *qualitative and quantitative sociological methods*, which facilitated access to primary data. Three sociological studies were conducted for this purpose: 1) Qualitative Study titled "Evaluation of Communication Between Institutions in the Deinstitutionalization Process," conducted with a sample of 16 experts who participated in the implementation of deinstitutionalization programs from 2007 to 2024; 2) Qualitative Study involving a sample of 5 representatives/leaders of public and private institutions who contributed to the implementation of deinstitutionalization programs; and 3) Survey titled "Perceptions of Parents/Caregivers Regarding Communication in the Context of Child Rights Protection in the Deinstitutionalization Process," based on a sample of 131 parents/caregivers.

Thus, the research methodology in the field of interinstitutional communication focused on the protection of children's rights within the deinstitutionalization process was grounded in scientifically relevant methods that offer diverse perspectives on the phenomenon in question. These methods can be categorized into two main groups, reflecting different methodological approaches to studying interinstitutional communication. These approaches address both the human cognitive processes involved in communication (gnoseological dimension) and the objective existence of communicative phenomena in the natural world (ontological dimension).

The novelty and originality of this work are determined by the fact that the research represents an innovative, complex, interdisciplinary, and multidimensional study of interinstitutional communication, positioned within the framework of procedural regulations governing the deinstitutionalization process, and identifying effective mechanisms for ensuring the protection of children's rights. The scientific novelty of the research is further marked by the following: 1) the definition of the epistemic status of interinstitutional communication, outlining its characteristics and particularities; 2) the development and argumentation of its role as a key tool/mechanism for maximizing the efficiency of the deinstitutionalization process and the protection of children.

The study provides a constructive perspective on the role of cooperation between institutions, highlighting how interinstitutional collaboration and communication can serve as an extremely valuable tool in executing activities aimed at implementing the deinstitutionalization mechanism and ensuring the rights of the children involved. Furthermore, the work emphasizes the solutions necessary to accelerate the transition of children from institutional care to a family environment, presenting a systemic and innovative approach to the process itself by offering additional tools for formalized interinstitutional communication.

The theoretical significance of this work lies in the scientific grounding of interinstitutional communication, emphasizing how the advancement of research and its practical implementation can lead to substantial progress in the fields addressed by the scientific issue of this doctoral thesis. Through the conducted research, this study facilitates an objective evaluation of the effectiveness of the regulatory framework and the institutions tasked with and responsible for ensuring the rights of children within the process of deinstitutionalization.

It is important to note that, within the scientific community of the Republic of Moldova, there is a noticeable gap in complex and in-depth studies on the dimensions pertinent to this research, particularly in the domains of communication and public relations related to children's rights and deinstitutionalization. While some tangential approaches to the scientific issue of this thesis exist, there is an imperative need for systemic and multifaceted research that would address these gaps.

Within the context of national policy objectives and international commitments, this research provides a robust foundation for developing interinstitutional communication with a legal framework that is effective for organizations involved in the deinstitutionalization process and the protection of children's rights.

The arguments presented underscore the importance of studying interinstitutional communication, specifically the experiences of strengthening interinstitutional communication strategies, which are aimed at optimizing resource efficiency to enhance the care and protection of children in the Republic of Moldova.

The improvement of interinstitutional communication efficiency and the implementation of deinstitutionalization mechanisms are expected to resolve a significant portion of the current issues. Therefore, the interdisciplinary and transdisciplinary examination of the issue and the establishment of an effective framework for communication among key actors should contribute to the overall effectiveness of the processes, with a particular focus on prioritizing children's rights. In this regard, research on interinstitutional communication introduces a novel element into the national scientific landscape, offering essential and practical tools specific to the field of communication, highlighting the need for comprehensive assistance for children in vulnerable situations, and supporting decision-making that serves the best interests of the child.

The applied value of this study is underscored by its presentation as a comprehensive, multidimensional investigation into interinstitutional communication, with a primary emphasis on

the deinstitutionalization process and the safeguarding of children's rights. The research seeks to identify the most efficient frameworks for the realization of interinstitutional communication, offering practical solutions for their implementation within the context of the Republic of Moldova. The findings of this study offer a robust foundation for enhancing the professional competencies of public officials and may serve as a key component of continuous education programs or master's level curricula in specialized fields such as Communication, Public Relations, Social Journalism, Social Work, Sociology, Public Administration, and others.

The study makes a critical contribution to the refinement of public policy documents related to child protection structures, as well as to adjacent domains, providing an essential complementary framework to existing public policies. From a practical perspective, the study formulates recommendations for the development of interinstitutional communication strategies and the establishment of standardized communication protocols between the entities responsible for child protection. These strategies are designed to enhance institutional collaboration and optimize the effectiveness of interinstitutional communication, thereby advancing the overall success of the deinstitutionalization process.

Approval of Research Findings. The doctoral thesis was developed within the Doctoral School of *Social Sciences* at the State University of Moldova (USM). The intermediate results, findings, hypotheses, as well as the conclusions and recommendations, were utilized and approved by the working groups established by the relevant ministries (Ministry of Labour and Social Protection, Ministry of Health, Ministry of Education and Research). These contributions have significantly informed public policy initiatives within the social sector, aligning with the current strategic directions for the deinstitutionalization of children from residential care systems. Moreover, they laid the groundwork for the drafting of the National Operational Plan for the Deinstitutionalization of Children and the Reorganization/Closure of Residential Institutions for Children in the Republic of Moldova (2024-2026). The findings have been integrated into academic studies on social services, employed in the evaluation processes of social services, and contributed to the development of training curricula for professionals within the child protection system, including multidisciplinary teams assessing children in residential institutions throughout the country.

The outcomes of this research are reflected in various published scientific articles and have been presented at national and international scientific conferences held in Moldova, the United States, Bulgaria, Germany, and Belgium.

STRUCTURE AND CONTENT OF THE THESIS

The doctoral thesis is structured into three chapters, following a logical thematic progression, and focuses on elucidating the concept of interinstitutional communication, developed and argued within the context of deinstitutionalization and its role in ensuring children's rights. The three chapters are preceded by an *Introduction* and followed by *General Conclusions and Recommendations*, *Bibliography*, and *Appendices*.

The **Introduction** outlines the relevance and significance of the topic under study, formulates the research purpose and objectives, presents the research hypotheses, highlights the scientific novelty of the findings, and identifies the scientific problem addressed. It also emphasizes the theoretical importance and practical value of the thesis.

Chapter 1, titled "Theoretical and Methodological Foundations in Defining the Scientific Status of Interinstitutional Communication," is dedicated to the evolutionary analysis of previous research related to the thesis topic. This chapter clarifies the existing situation in the field, offers a convergent assessment of the diversity of related aspects, defines the problematic framework, and outlines the undeveloped scientific areas, as well as conceptualizes interinstitutional communication within the deinstitutionalization process.

In the first section of Chapter 1 – *Theoretical and Explanatory Delimitations in the Research on Interinstitutional Communication* – an analysis is conducted from multiple perspectives on communication, institutional communication, and inter-institutional communication. The chapter clarifies the evolution of research in the field, examining communication dimensions, perspectives, models, and key elements. This research strengthens the scientific foundation for conceptualizing inter-institutional communication and distinguishing it from institutional communication. The focus is on the specifics of the communication process and its role in maintaining system functionality. From a disciplinary standpoint, communication is revealed as an indispensable process for addressing problems, omnipresent in all activities, involving the transmission of information, ideas, opinions, or perspectives, shaping action. The functional role of communication in interactions between individuals and institutions is highlighted, particularly in the deinstitutionalization process. The relevance of effective communication in this process is emphasized as a means to resolve societal issues. Additionally, the strategic formalization of communication tools essential for the process is underscored.

Simultaneously, the systemic-structural analysis of communication is deemed particularly relevant, as the outcome of institutional engagement and the efficiency of the communicative act depend significantly on the degree of involvement of each actor at every stage of communication. It is posited that the elements of communication determine the dynamics and trajectories of messages in interactions, ultimately generating the desired impact. Communication, therefore, is recognized as a continuous, irreversible process that unfolds on both informational and relational levels. It is influenced by a variety of factors, including cultural, economic, behavioral, and ethical dimensions, and necessitates understanding, adaptation, and effective management to ensure optimal effectiveness and success. The systemic-structural perspective on communication brings into focus the integration of structural elements in relation to interactions (relationships), and highlights the differences that characterize developments in existing research. These developments are reflected in the theoretical representations of communication, such as the framework where "Any *act of communication* fits within a structure specific to each type of relationship: sender – message – receiver – feedback" [33], which also incorporates elements such as the referent, channel, and code.

In the second section – *The Degree of Addressing Inter-Institutional Communication in the Process of Deinstitutionalization and the Respect for Children’s Rights in Scientific Literature* – the design of existing research is presented, alongside an examination of how these studies have advanced and how they are useful in addressing the scientific issue of the doctoral thesis. Thus, research conducted by authors from the USA, the United Kingdom, EU countries, Eastern Europe, South Africa, Southeast Asia, Russia, and the Republic of Moldova regarding the institutionalization's impact on child development is analyzed. This research also presents evidence that explains policies focused on the necessity of deinstitutionalization and the protection of children’s rights, studies reflecting aspects of inter-institutional communication in the deinstitutionalization process, and the respect for children’s rights from an interdisciplinary perspective. These include research centered on the theory of change in the inter-institutional communication process within child protection, as well as the specificities of inter-institutional partnerships and the factors contributing to success.

The scientific discourse integrates multiple perspectives on communication, exploring the complex relationship between culture and communication [6]. This discourse includes a section on the instrumental use of culture and communication, arguing they can serve as management tools for institutions, improving efficiency and professional climate. J. Caune, drawing from Malinowski’s functional theory, defines an institution as “a system of values under which people organize themselves (statutes); a set of individuals organized by specific criteria (personnel); technical skills and customs (norms); tools and techniques (means); activities (organizational reality); functions (actual results)” [6]. Two key points about institutions are emphasized: 1) an institution is defined by its specific organizational forms addressing societal needs; 2) the institution concept is rigid, applying only to socially recognized, legitimized, and relatively transparent activities. Thus, equal weight is given to formal values (legislation, regulations, procedures, texts) and actual behavior. Institutions and inter-institutional communication function within the social context, “and their functions are part of the global culture” [6].

Consequently, the scientific interest in institutions lies in the fact that, in addition to their internal characteristics (statutes, individuals, norms, means, activities, and functions), they are part of a much more complex mechanism of the social context in which they operate. The way in which relationships between institutions are articulated in society, and how they interact, falls within the scope of inter-institutional communication [34]. For this reason, the analysis was conducted from the standpoint of the relationship between culture and communication, considering the historical specifics and the way various institutions have interacted and functioned through concrete activities and behaviors in relation to specific issues, such as the deinstitutionalization of children.

Institutional communication has garnered significant scholarly interest, with numerous researchers contributing to its conceptualization and understanding. Among the most frequently cited figures in this field are: Harold Lasswell, Claude Shannon [45], Roman Jakobson [67], Erving Goffman [28], James G. March [54], Michel Foucault [10], Anne Gregory [41], and Cynthia Stohl [47]. Each of these scholars presents a distinct perspective on institutional communication, offering valuable insights into the ways in which institutions interact and the functions that communication serves within these entities [21]. Specifically, Erving Goffman [28] studied how social interactions are influenced by the position and roles of individuals within an organization; James G. March [54] discussed the dynamics of decision-making and internal processes within organizations; Michel Foucault [10] analyzed how power and control are exercised through institutional discourse, constructing and maintaining social hierarchies and perceptions of "normality" and "deviance," and

described the social mechanisms behind the institutionalization of marginalized groups; Anne Gregory explored how an organization's reputation is built and maintained through institutional communication [41]; and Cynthia Stohl examined how institutional communication affects organizational culture [47], strategy, and performance [46].

A central theme identified in these conceptual frameworks is the emphasis on the role of institutional communication in shaping an institution's identity, culture, and image. This form of communication fosters self-referential discourse and plays a critical role in the construction of a positive, valorizing public image [24]. Professor C. Marin addresses communication as an informational process of interactive connection, relational in nature, highlighting that communication developed by an enterprise is considered institutional and relates to various dimensions of *institutional communication* (Guidotti, Rolando, Sfetzi, Abad), which are relevant to the field under investigation. It is mentioned that, according to the Italian researcher Enrico Guidotti, institutional communication represents "the totality of communication initiatives undertaken by an enterprise to develop its image before the public, aiming to influence the public's attitude and gain consensus." This perspective reveals that institutional communication is framed within the art of influence, as described by Alex Muchielli, a follower of the Palo Alto School [21], and is centered on the final outcome—an opinion that aligns with what is discussed in the work *The Art of Influence* [21].

Stefano Rolando defines institutional communication as "an organic, professional, and continuous activity that designs and implements information services that emphasize the social value of the enterprise." This definition aligns with contemporary views on the need for transparency in decision-making processes [17] and the activities of public institutions and authorities. It also underscores the importance of professionalizing communication practices and establishing a robust connection between authorities and citizens. Lucien Sfez [26], in his examination of institutional communication, regards it as an integral component of any institution, reflecting "its legitimacy, principles, personality, projects, choices, objectives, facts, and performances" [18]. In our view, this perspective emphasizes the strategic importance of effective communication, highlighting its potential to strengthen organizational culture and enhance institutional engagement and membership. By positioning institutional communication within the context of organizational identity and culture, C. Marin advocates for the "construction of a valorizing image of the organization" [17], emphasizing the critical role of shared values and principles, which should not merely be declarative but should also serve as foundational pillars in institutional communication.

From this standpoint, C. Beciu [2] notes that an integrated approach to communication "addresses both the instrumental and the institutional dimensions" (resources, technologies, ethical codes, regulations, etc.). This integrated communication perspective, which recognizes the intrinsic value of communication, is pivotal to advancing two essential goals: a) the integration of communication into the deinstitutionalization process and the safeguarding of children's rights; and b) highlighting the inherent significance of inter-institutional communication, regarded as a tool for enhancing organizational efficiency and responding to societal needs. Furthermore, with regard to analyses of constraints in various forms of political communication, particularly governmental communication, these studies have extended to encompass the domain of inter-institutional communication. The scientific sources consulted identify two terms—*interinstitutional communication* and *interorganizational communication*—that, in broad terms, share the same meaning, as they refer to the interaction between two entities driven by their assigned tasks. In our opinion, the distinction in terminology arises from the entities involved and the way in which their legal status is formalized normatively, as well as how communication is carried out. For instance,

when referring to civil society organizations and their professional interaction platforms, the use of the term *interorganizational communication* is justified. In contrast, when referring to governmental actors and public authorities with legal status defined by national or international legislation—who interact and make decisions on issues, propose solutions, and draft policies within their scope of competence—the term *interinstitutional communication* is both justified and necessary. We assert that this is the appropriate and necessary term in such contexts.

From our perspective, institutional communication constitutes a complex research domain focused on analyzing how various institutions—organizations, educational institutions, media institutions, governmental authorities, etc.—communicate with the public. It is connected to the external environment and is defined as "extra-organizational, through which public institutions aim to improve their image and create a climate of trust and sympathy among society members" [24]. In the national context, authors have developed institutional communication within the framework of specific professional fields, such as works related to mediation, negotiation, or professional communication, analyzed separately in terms of the potential to increase their efficiency [7]. Unlike institutional communication, *interinstitutional communication* extends beyond this and encompasses the study of a variety of entities and institutions, including alliances, collaborations, networks, partnerships, and joint ventures. It involves a continuous exchange of messages (under conditions of compatible competencies) or periodic exchanges (when necessary), facilitating interactions between institutions and stakeholders.

Research on interinstitutional communication draws on contributions from various fields, including sociology, psychology, anthropology, economics, communication studies, and political science. According to a group of researchers led by Michelle Shumate [46], an American expert in organizational and interorganizational communication, *interorganizational communication* (or, as termed in this dissertation, *interinstitutional communication*) refers broadly to communication between organizations. It involves structures, forms, and processes created through message exchange and co-creation of meaning between organizations and their stakeholders. The researchers expand the scope of these studies by focusing on the structures, forms, processes, interactions, and message exchanges between institutional representatives, agents, and information systems, as well as between organizations and their stakeholders. Moreover, interinstitutional communication research requires examining how common semantic fields emerge, generated not only by interactions between institutional representatives but also between institutions, their publics (citizens), and beneficiaries. This dynamic emphasizes the importance of interinstitutional platforms that ensure the relevance and utility of these interactions. Ultimately, interinstitutional communication involves not just institutional leaders and employees but also various stakeholders—individuals directly or indirectly affected by these institutions' activities, a perspective we fully support [46].

Considering these aspects, we emphasize that the complex nature of interinstitutional communication plays a crucial role in balancing the resolution of issues, responding to individuals' needs, and improving the quality of decision-making. This is due to the interoperable nature of processes, the transfer of information, and the exchange of perspectives between different institutions and social actors, all grounded in the realities of the institution itself and the social environment in which it operates. In the specialized literature, several authors and empirical studies directly address aspects related to *interinstitutional communication in the deinstitutionalization process* and the protection of children's rights from an interdisciplinary perspective. Scientific literature includes various studies that establish the negative consequences of institutionalizing children, the need to accelerate *deinstitutionalization*, and the respect for children's rights. These

research efforts are, for the most part, interdisciplinary and holistic, transcending national boundaries and involving researchers and practitioners from multiple countries over several years.

Thus, research conducted by authors from the United States, the United Kingdom, EU member states, Eastern Europe, South Africa, South Asia, Russia, and Moldova focuses on the impact of institutionalization on child development and provides evidence to explain policies advocating for deinstitutionalization and the respect for children's rights. These studies reflect aspects of interinstitutional communication within the deinstitutionalization process and the safeguarding of children's rights from an interdisciplinary perspective. Additionally, they explore theories of change in interinstitutional communication within the field of child rights protection, focusing on the specifics of interinstitutional partnerships and the factors contributing to their success. The integrated perspective on procedures and services through the creation of intersectoral connections to support a child or an adult facing adversity, thus mitigating long-term effects, must be examined within the context of interinstitutional communication. Given the data presented by previous studies, this approach can offer necessary solutions and drive effective intervention mechanisms.

In section three – *Clarifications of the Scientific-Methodological Framework of the Research* – a generalized overview of the research methodology is presented, outlining its foundational basis. Additionally, an assessment of methodologies used by researchers from the European Union, the Commonwealth of Independent States (CIS), and the Republic of Moldova is provided to offer clearer insights into the available options and justify the methodological tools implemented. Through the analysis of these methodologies, the research methodology for interinstitutional communication was developed, considering its multidimensional aspects within the context of deinstitutionalization and children's rights protection. This chapter outlines the methodological axes and explains how general and specific scientific methods were integrated to identify and conceptually clarify interinstitutional communication, as well as to address key issues related to it, while accounting for the interdisciplinary nature of the research: interinstitutional communication, the deinstitutionalization process, children's rights, and key elements of interinstitutional communication in the deinstitutionalization process.

In section four – *Theoretical and Empirical Axes of the Analysis of Interinstitutional Communication Based on Children's Rights in the Deinstitutionalization Process* – both the national and international regulatory frameworks concerning child protection are examined, as well as national policies, with a focus on the mechanisms for interinstitutional communication and collaboration. Additionally, a statistical data analysis is conducted using a mixed-methods approach, combining both quantitative and qualitative methodologies to provide a comprehensive foundation for the communication process. The deinstitutionalization process is analyzed as a dynamic and evolving social phenomenon, during which child protection policies have continuously developed, and interinstitutional communication focused on children's rights has proven to be an essential and fundamental tool in both national and international practice. Therefore, the research on interinstitutional communication, within the context of child protection in the deinstitutionalization process, has concentrated on how institutions have progressed in fostering a collaborative approach to address shared challenges and issues related to child protection, while simultaneously developing their identity and structures to facilitate effective cooperation in the best interest of the child.

To offer a comprehensive perspective, it should be noted that interinstitutional communication in this doctoral thesis is broadly understood and interpreted as a complex process, approached from a holistic perspective. It integrates various elements and dimensions of deinstitutionalization through the observance and adherence to normative provisions, as well as to universally accepted moral principles within a civilized society. This approach underscores the

interactions and reciprocal influences between diverse entities with decision-making and intervention authority, which are capable of developing appropriate policies to ensure the successful implementation of deinstitutionalization processes and child protection. The generation of social benefits constitutes the primary objective of any organization involved in the deinstitutionalization process. To guarantee the effectiveness of this process, clear, structured, and efficient communication within the institution and between the involved institutions—guided by interinstitutional efforts—focuses on collaborative communication, information sharing, effective resource utilization, alignment of objectives, and the generation of shared knowledge. These elements collectively facilitate a coherent and sustainable deinstitutionalization process. [Figure 1.2].

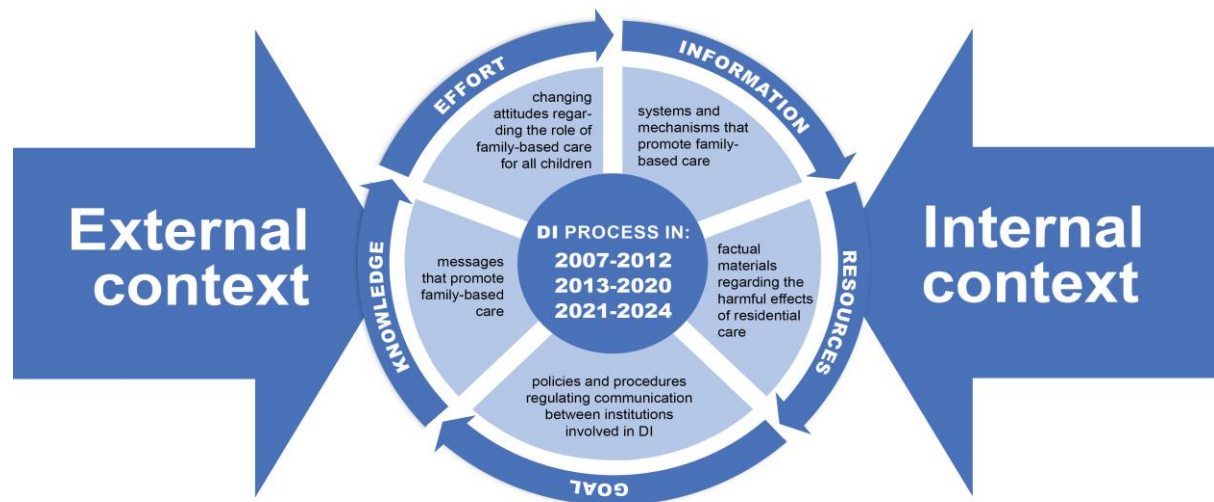


Figure 1.2. Conceptual Framework of Interinstitutional Communication Focused on Upholding Children's Rights in the Deinstitutionalization Process

Source: Developed by the author

Given the complexity of the phenomenon of interinstitutional communication focused on children's rights within the deinstitutionalization process, a diversified methodological arsenal has been defined to ensure the research is both comprehensive and relevant. The interdisciplinary approach involves the interconnection of methods, concepts, theories, and tools from various disciplines, which ensures that the scientific endeavor possesses a complex and integrative character. Therefore, the research methodology on interinstitutional communication focused on upholding children's rights in the deinstitutionalization process is based on scientific methods pertinent to the study's perspective. These methods can be divided into two categories, reflecting different methodological approaches to researching interinstitutional communication: one focusing on the cognitive processes involved in communication (the epistemological dimension), and the other examining the objective existence of communicative phenomena in nature (the ontological dimension). The theoretical-methodological foundation of the research is built on communication theories, theories of communication processes, and classical models of communication.

Chapter 2 of the dissertation, titled *Institutional Communication and Interinstitutional Communication in the Context of the Deinstitutionalization Process in the Republic of Moldova*, encompasses an analysis of the legal and regulatory framework governing interinstitutional collaboration, set within the context of international legislation and European policies. It presents the results of both quantitative and qualitative research conducted for this study, as well as an analysis of the communication issues identified during the research, examined from a multidimensional perspective.

In the first section of this chapter – *Validation of the Role of Collaborative and Intersectoral Cooperation Competencies in the Context of Interinstitutional Communication* – interinstitutional communication in the deinstitutionalization process for vulnerable individuals is analyzed, with a focus on the developments and strategic priorities of this process from 2007 to the present. The relationship between communication and intersectoral, multidimensional collaboration is explored, contributing to a better understanding of relevant concepts and arguing for the necessity of efficient solutions and mechanisms for the success of the deinstitutionalization process. In this context, collaboration between public institutions and between public and private institutions becomes crucial for the successful implementation of the deinstitutionalization process. It is demonstrated that a well-founded argumentative support for interinstitutional communication can facilitate the successful implementation of deinstitutionalization and the safeguarding of children's rights.

The main aspects of interinstitutional communication collaboration were explored, emphasizing its role in ensuring an efficient transition to community-based and alternative services for individuals in institutional settings. By evaluating communication between public and private institutions in the deinstitutionalization process, the importance of integrated approaches and coordination in achieving deinstitutionalization goals and improving the quality of life for vulnerable individuals is highlighted, with a focus on protecting them from abuse and ensuring their rights. The analysis of specialized literature underscores the synergistic nature of communication, particularly in the collaboration among entities involved in deinstitutionalization. This helps optimize the scientific and empirical understanding of communication concepts. Additionally, these sources contribute to strengthening the connection between communication and intersectoral cooperation, interinstitutional collaboration, and multidimensional approaches in deinstitutionalization [39].

In the second section – *Particularities and Characteristics of Interinstitutional Communication in the Deinstitutionalization Process* – the role of intersectoral partnerships and interinstitutional communication in promoting sustainable development is highlighted, with a particular focus on the efficient implementation of deinstitutionalization processes. Special attention is given to the importance of collaboration between various institutions and organizations to implement coordinated, evidence-based policies and services. Barriers to interinstitutional cooperation are identified and analyzed, emphasizing the critical role of effective communication for the success of the deinstitutionalization process, while underscoring the need for the development of professional competencies and attitudes.

According to systems theory, the deinstitutionalization process must be approached through the lens of a complex system, defined by a series of connections that contribute to its outcome, where interinstitutional communication is viewed as a key element for the functioning of the entire system. The communication process creates the synapses within the institutional network and forms the necessary bridges of cooperation between the system's nodes. In the context of developing communication networks, the final impact of these networks will be ensured by cooperation between institutions. If communication networks are poorly developed, non-existent, or merely formal, the functioning of not only the institutions involved but also a significant part of the system – that is, the entire deinstitutionalization and child protection mechanism – will be compromised.

Following the domino principle, poor communication or its absence, both vertically and horizontally, leads to the compromise of the system's operation and to various types of institutional autism within an inefficient construction. In the deinstitutionalization collaboration process, institutions encounter several difficulties that hinder the provision of quality services and the efficient allocation of resources. These include, among others, a lack of understanding of

methodologies: the actors involved fail to correctly interpret procedures for creating and providing social services, leading to incorrect budgeting; or insufficient intersectoral cooperation: staff from various departments of local public authorities (LPAs) lack adequate knowledge about procedures (e.g., legal, financial, public procurement); as well as inefficient dialogue between authority levels: poor communication between local, territorial, and central authorities reduces vulnerable groups' access to quality services.

To overcome these challenges and ensure an efficient and transparent social service delivery process, it is necessary to strengthen intersectoral collaboration and improve dialogue and cooperation among all actors involved in this field, which can be achieved through the legitimization of interinstitutional communication. Furthermore, the development of solid partnerships with governmental and non-governmental institutions and organizations, both public and private, at national and international levels, will contribute, through the synergy of efforts and resources, to the exponential improvement of the deinstitutionalization process and the rigorous protection of children's rights. Such efforts would lead to enhanced quality and efficiency of social services, as well as to ensuring adequate protection for children in at-risk situations and those separated from their parents. To prevent or reduce potential difficulties in the deinstitutionalization process, it is essential to anticipate possible communication barriers and adopt clear rules for message development. According to Prof. C. Marin, these messages should address both the informational and emotional-behavioral dimensions [17].

The third section – *Promoting Inter-Institutional Communication through Civil Society Initiatives* – highlights the role of civil society in promoting inter-institutional communication in the process of deinstitutionalizing children in the Republic of Moldova, in mobilizing resources, changing attitudes, and improving the capacities of decision-makers and specialists, as well as in the development of policies, social and family services, preventing the separation of children from their families, and the transition of children from residential institutions to community services. The process of deinstitutionalizing children in the Republic of Moldova is a complex one, involving a series of multidimensional actions. The research highlighted that the driving force and major support in promoting the deinstitutionalization process comes from civil society organizations, which have identified and directed resources through financial and methodological support. Civil society has been, and remains, the most active actor in the deinstitutionalization process, contributing to the improvement of the understanding, attitudes, and capacities of decision-makers and specialists in the system. The process of implementing the current reform can achieve its goals once all actors collaborate [22] and enhance the performance of institutions responsible for social protection. To fully understand the importance of this endeavor, it is necessary to analyze the needs of the system and the children, which reflect a clear perspective on the transition to child-centered models based on rights and needs. Deinstitutionalization has thus become a priority segment, coordinated by public authorities, but also supported by civil society organizations.

In **Chapter 3** of the thesis, entitled "*Legitimizing Inter-Institutional Communication in Deinstitutionalization and Child Protection*," the institutional structures responsible for inter-institutional communication within the Republic of Moldova are analyzed, focusing specifically on the domains of deinstitutionalization and child rights protection. This chapter also elucidates the relationship between the factors associated with the institutional environment and the effectiveness of communication within and between institutions in the process of implementing deinstitutionalization policies. From the perspective of communication competencies [42] aimed at supporting interprofessional collaboration, the involved actors demonstrate a clear clarification of

responsibilities through the following practices: describing their own role and the roles of others; recognizing and respecting the diversity of roles, responsibilities, and competencies within the health and social care sectors; fulfilling their own role in a manner that respects cultural diversity; effectively communicating roles, knowledge, skills, and attitudes using appropriate language; appropriately accessing the knowledge and skills of others through consultation; considering the roles of others in determining their own professional and interprofessional responsibilities; and seamlessly integrating competencies and roles into service delivery models.

The first section of this chapter – *Strengthening Interinstitutional Initiatives and Overcoming Communication Barriers in the Deinstitutionalization Process* – outlines the normative support required for formalizing and legitimizing inter-institutional communication within the deinstitutionalization process. This section places particular emphasis on the strengthening of inter-institutional collaboration initiatives, based on both the European and national normative frameworks and operational structures, aimed at optimizing cooperation between various entities, underpinned by democratic values and European standards. Clear guidelines and directives for regulating communication relations and for the involvement of NGOs in the deinstitutionalization process are identified and discussed. The research highlights the barriers that hinder collaboration, both at the systemic level and within organizational practices, and identifies the key factors that facilitate overcoming these barriers to improve collaboration and communication. To ensure the effective protection of children's rights, it is imperative that all institutions collaborate by exchanging information, resources, and best practices. Coordination mechanisms—such as coordination councils, national commissions, and collaborative platforms between institutions and NGOs—are essential for ensuring an integrated and holistic approach to child protection.

The regulation of communication and collaboration relationships is governed by a series of institutional documents, including: the Institutional Activity Regulations, Communication Strategy, Collaboration Agreements, Organizational Communication Policy, Strategic Development Plan, Annual Activity Plan, Professional Ethics and Deontological Code, Job Descriptions, and Internal and External Communication Procedures. These documents are embedded within the normative framework and social policies related to deinstitutionalization, which explicitly stipulate the necessity of collaboration, partnership establishment, and defined mechanisms for cooperation. Collectively, these frameworks provide the essential regulatory support for formalizing and legitimizing interinstitutional communication in the deinstitutionalization process, with a primary focus on safeguarding the rights of children.

In the second section – *"Normative Language and Procedural Rigor of Inter-Institutional Communication"*, the essential aspects of normative language and the procedures regulating communication between institutions are highlighted, within the context of deinstitutionalization and child protection. This is connected to the principles of deinstitutionalization and child protection, including the use of standardized terms and principles that should be understood and applied uniformly by all parties involved, thereby clarifying the expectations and responsibilities of each entity.

The *fundamental principles* of the UN Guidelines also underpin communication on child deinstitutionalization: the family is the natural environment for a child's upbringing, well-being, and protection, and the state must ensure families have access to support services; decisions regarding each child should prioritize their best interests; separation from the family should be a last resort, temporary, and short-term; residential care should be used only when necessary and in the child's best interest; young children must be cared for in family-like environments; alternative services should be part of a comprehensive deinstitutionalization strategy with clear goals; care standards for residential institutions should ensure quality and conditions conducive to child development,

including individualized care and small group settings; children in alternative care should be treated with dignity, respect, and protected from abuse, neglect, and exploitation. These principles guide key actors to create, maintain, and develop interdependent networks, ensuring continuous inter-institutional communication on *deinstitutionalization and child rights protection*.

The third section – *Strengthening the Protective and Preventive Dimension of Interinstitutional Communication Risks* – emphasizes the need to reinforce a culture of confidentiality and data protection in the Republic of Moldova, given the vulnerabilities and risks stemming from inadequate confidentiality practices. The discussion highlights the ethical, integrity, and accountability imperatives that must be formally regulated within inter-institutional communication, especially in the deinstitutionalization process. It also stresses the importance of promoting education and awareness about child protection from abuse, violence, and other risks through clear, effective communication channels among institutions. Institutional efficiency, strategic partnerships, and communicative conduct management can be enhanced through ethics programs and formal codes of conduct, which transmit organizational values and provide guidance in ethical dilemmas.

The comprehensive body of findings presented in the research informs a set of priorities that collectively define a coherent and strengthened strategy for inter-institutional communication, oriented toward the safeguarding of children's rights. In acknowledging the inherent vulnerability of individuals subject to the deinstitutionalization process, the formal adoption and consistent application of an *Ethical Code of Communicational Conduct* is deemed essential. This code, encompassing the principles identified throughout the study, represents a foundational component of child protection policy. Structured as a codified set of rules, the Ethical Code is intended to guide professional interactions, both internally and externally, and to inform communication practices within institutional settings. It provides a normative and value-driven framework for professional conduct, grounded in a formal communication protocol among stakeholders engaged in the deinstitutionalization process, and aligned with the obligations set forth in the United Nations Convention on the Rights of the Child.

In the *General Conclusions and Recommendations*, the outcomes of the research concerning the conceptual and theoretical dimensions of inter-institutional communication are presented, alongside scientifically grounded arguments regarding the practical implementation of such communication. Based on the conducted research and the methodology employed, a set of priorities to be assumed by relevant institutional actors has been synthesized. Furthermore, the study formulates directions for future research in the field of inter-institutional communication within the context of deinstitutionalization, and advances a series of recommendations aimed at enhancing the effectiveness of decision-making processes. These recommendations advocate for the institutionalization of formalized inter-institutional communication practices, integrated into the operational frameworks of the competent authorities. Such measures are intended to support the optimization of inter-agency collaboration and to ensure the coherence and continuity of actions undertaken in the deinstitutionalization process.

GENERAL CONCLUSIONS AND RECOMMENDATIONS

The novel scientific contributions resulting from the conducted research are evidenced by: conceptual delineation of the field of interinstitutional communication and the introduction of a distinct communication model into academic discourse; definition of the scientific status of interinstitutional communication through the identification of its proximate genus and specific differentiating features; formulation and theoretical substantiation of key domains of interaction that influence the dynamics of interinstitutional communication; the contextualized analysis of interinstitutional communication within the framework of the Republic of Moldova; empirical validation of its role in the processes of deinstitutionalization and child protection, alongside the development of guidelines for the consolidation, standardization, and formalization of interinstitutional communication.

The successful attainment of the research aim is demonstrated through the coherent and methodical approach adopted to address the study's objectives, as reflected in the in-depth analyses presented across the three chapters. This methodological rigor has contributed to resolving the central scientific problem by applying an interdisciplinary and comprehensive perspective on interinstitutional communication—establishing its epistemological foundations, clarifying its conceptual and practical implementation framework, and identifying its functional and axiological dimensions.

Regarding the achievement of the thesis objectives, and **the resolution and demonstration of the significant scientific issue formulated**—both from the perspective of theoretical research and practical assessments—it has been demonstrated that **the research hypothesis is validated by the results**. These results indicate that communication skills and interinstitutional collaboration remain critical factors for ensuring effective coordination and an integrated approach in the child protection and deinstitutionalization process. Furthermore, the implementation of communication strategies tailored to crisis management can enhance resilience and institutional preparedness, thereby mitigating the negative impact on the children and families involved. Consequently, **the following general conclusions have been drawn:**

1. The information flow between institutions involved in deinstitutionalization is inconsistent and fragmented, adversely affecting the efficiency of the process and the protection of children's rights. While each institution has implemented specific communication strategies and tactics to support deinstitutionalization, the absence of a unified, integrated approach has resulted in inconsistencies in the transfer of information. As a consequence, communication gaps between institutions currently exist, with direct implications for the rights of children undergoing deinstitutionalization. Although collaboration has facilitated the development of integrated and coordinated approaches, leading to a significant reduction in the number of institutionalized children in recent years, the practical application of national deinstitutionalization mechanisms has been characterized by low efficiency. This highlights the urgent need for interinstitutional communication designed as a collaborative communication model. **Such a model defines the synergistic attitude of the decision-making entities involved in the deinstitutionalization process and is based on a set of interprofessional communication competencies and formal procedural frameworks** (Chapter 2 [60, 61]).
2. The multidimensional approach, the interconnection of concepts and theories within the scope of the addressed scientific issue, has generated the scientific framework for interinstitutional communication as an effective tool within the context of national priorities such as

deinstitutionalization and child rights protection. The research emphasizes the complexity of the interinstitutional communication process within deinstitutionalization, which requires a holistic approach while adhering to both legal and ethical norms. It highlights the importance of involving representatives from various decision-making and intervention entities, engaged not only in the deinstitutionalization process but also in the development of child protection policies and support of deinstitutionalization efforts (Chapter 1 [62]).

3. The absence of a shared vision and a clear understanding of the process, roles, and responsibilities of each actor leads to ambiguities in the implementation of deinstitutionalization measures, which, in turn, affects the efficiency and effectiveness of interventions aimed at protecting children's rights (Chapter 2 [60, 63]).
4. The research underscores that communication and interinstitutional collaboration skills are critical for effective coordination and an integrated approach in child protection and deinstitutionalization. Institutions involved in deinstitutionalization lack standardized documents based on international guidelines, and effective implementation of child protection programs requires harmonizing internal policies with governmental ones, as well as integrating clear communication mechanisms. These mechanisms should include standardized cooperation procedures and continuous training for involved personnel (Chapters 2, 3 [62, 63, 64]).
5. Despite the existing legal framework, persistent communication barriers, such as the lack of a clear understanding of the deinstitutionalization methodology, challenges in intersectoral cooperation, and insufficient dialogue between local, territorial, and central authorities, hinder the efficiency of the process. These barriers must be supported by an open organizational culture that values interinstitutional initiatives to ensure the success of deinstitutionalization and child protection. Such a culture plays a crucial role in mobilizing resources and aligning values and norms to achieve the set objectives (Chapter 2 [60, 62]).
6. Institutions involved in deinstitutionalization have gradually developed documents and practices aimed at ensuring the protection of children's rights, which must be implemented through the widespread utilization of interinstitutional communication. Although policies and procedures have been formulated to safeguard children's rights, their effectiveness largely depends on efficient communication between institutions, thereby facilitating the coordinated implementation of these measures and ensuring a rapid and appropriate response to children's needs in suitable family environments, as opposed to residential facilities (Chap. 2, 3 [60, 64]).
7. The implementation of communication strategies tailored for crisis management, which are increasingly frequent, can enhance resilience and institutional preparedness, thereby mitigating the negative impact on the children and families involved. During times of crisis, the involvement of media institutions and civil society, due to their resources and expertise, can significantly contribute to improving the efficiency of interinstitutional communication (Chap. 2 [60, 64]).
8. To ensure the success of the child deinstitutionalization process, interinstitutional communication and organizational culture must promote effective collaboration among the various entities involved. The deinstitutionalization process, which aims to eradicate the institutionalization of children and promote family-based services, requires efficient and coordinated collaboration between NGOs and the Government. NGOs should not replace the efforts of the Government but rather complement them by enhancing existing services or providing additional services where needed. Careful selection of partnership topics, clear definition of objectives, and the involvement of appropriate partners are essential for the success of such initiatives (Chap. 3 [60, 61, 62]).

The conclusions are developed and substantiated in the scientific works of the author.

The author's contributions to addressing the issue investigated in this thesis are manifested in the research on interinstitutional communication, aimed at enhancing the practical communication process within the deinstitutionalization and child rights protection framework. This research represents one of the few studies addressing deinstitutionalization and children's rights from the perspective of interinstitutional communication, providing support for immediate interventions.

Based on the general conclusions, as well as those embedded in the content of the thesis, we propose several *general recommendations* that summarize the suggestions made within each section of the doctoral thesis. These recommendations aim to capitalize on the findings in the practice of national institutions.

Recommendations for Actors Involved in Deinstitutionalization:

- Establish a **framework for interinstitutional communication**, clearly defining the commitments, responsibilities, and roles of each authority and institution involved in the reform of the child protection system to ensure effective communication and the appropriate allocation of resources.
- Formulate communication strategies and plans in the field of deinstitutionalization aligned with the objectives of the national deinstitutionalization program, aimed at delivering a consistent and coherent message to the public, beneficiaries, donors, and other relevant institutions.
- The institutions involved in the deinstitutionalization process require a dedicated *Interinstitutional Communication Strategy* focused specifically on child rights protection. This strategy should define a collaborative communication mechanism that will serve as a common platform for intervention. It will contribute to optimizing resource efficiency, particularly in safeguarding the rights of children with complex emotional needs, very young children, and those with disabilities. In the long term, the implementation of this *Strategy*, through collective efforts, will significantly reduce the institutionalization rate in the Republic of Moldova and eliminate the care of children in residential institutions. This strategy will also play a crucial role in defining the roles and responsibilities of all involved parties, creating consistent messages that support the engagement of stakeholders, and strengthening the dialogue between public and private institutions regarding actions related to deinstitutionalization. To achieve these objectives, it is necessary for the central authorities to establish a working group responsible for developing the *Strategy*.
- Define and implement a clear communication and decision-making mechanism (protocol) that specifies the exact intervention actions and addresses the existing gaps in interinstitutional interactions. Additionally, define tools for immediate intervention in crisis or risk situations.
- Develop and implement a *Communication Plan* focused on residential institution staff to reduce resistance to deinstitutionalization by providing proper information and continuous training. This plan should present transition plans, new family-type care standards, and the staff's role in the deinstitutionalization process. It should also outline retraining or career reorientation options for residential staff and establish direct communication channels or discussion platforms to facilitate bidirectional communication between authorities and staff.
- Create a *Communication Guide* for residential institution managers, equipping them with tools and resources to keep staff informed. Develop a *Guide* encompassing methodological instructions for the consistent application of mechanisms in crisis or emergency situations.
- Consolidate the knowledge and develop the communication skills of employees involved in the deinstitutionalization process, ensuring the transfer of knowledge and best practices between institutions and specialists, including through training, mentoring, and coaching programs.

Additionally, create a transparent system that promptly informs the public, professionals, and institutions about legislative changes, strategic priorities, and other relevant and useful information.

- Create interoperable collaborative communication platforms with clear, secure, and efficient channels for the exchange of sensitive information, capable of addressing pressing, unregulated issues and proposing solutions. These platforms should be accessible to all partners and ensure personal data protection while enabling effective cooperation among involved organizations.
- Develop the capacities of specialists from fields such as health, education, social assistance, law, media, etc., at all levels, based on a unified system of understanding regarding communication mechanisms and ethical standards.
- Improve the professional training system for public sector employees through continuous education to adopt modern communication and cooperation methods and practices that support the deinstitutionalization process.

Recommendations for the Academic Environment:

- Strengthen research in the field of inter-institutional communication through case studies or by adopting and replicating international best practices at the national level.
- Enhance collaboration with authorities and civil society organizations to stay connected to processes and developments in the field, as well as to access first-hand data that can be utilized in further scientific research (such as bachelor's, master's, or doctoral theses).
- Include interinstitutional communication as a subject in the university curriculum for *Communication studies*.
- Plan and conduct information campaigns on the benefits of interinstitutional collaboration in family-based care and the importance of including vulnerable children in the community.
- Develop research, in partnership with central authorities and civil society, on identified themes related to improving communication in the deinstitutionalization process, focusing on the following directions: a) Analysis of inter-organizational affinity networks; b) Management of inter-organizational communication flow; c) Trans-sectoral partnerships; d) The impact of communicative collaborations on service quality, and more. Such research directions would contribute to a better understanding of the complexity of the deinstitutionalization process and lead to improved collaboration among the various entities involved, aiming to achieve the common goal of raising children in a safe and protective family environment.

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LIST OF THE AUTHOR'S PUBLICATIONS ON THE THESIS TOPIC

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2.2. In journals indexed in other databases

2.2.1. Marginean, Livia, Moraru Victor. Enhancing inter-institutional communication in the social assistance reform process: barriers and solutions. In: **International Journal of Communication Research** (Romania), 2024, Nr. 4, pp. 242-246. ISBN 2246-9265.

2.3. In journals included in the National Register of Specialized Journals (Category B)

2.3.1. Marginean, Livia. Câmpul social al comunicării în context relational. In: **Studia Universitatis Moldaviae**, Series of Economic and Communication Sciences, 2024, Nr. 11 (4), pp. 109-113. ISSN 2587-4446.

2.3.2. Marginean, Livia. Eficientizarea comunicării interinstituționale în procesul de reformare a sistemului asistenței sociale: bariere și soluții. In: **Supremația dreptului**, 2024, Nr. 1, pp. 105-115. ISSN 2345-1971.

2.3.3. Marginean, Livia. Practici de succes ale comunicării instituțiilor publice și private în implementarea dezinstituționalizării. In: **National Law Journal**, 2024, Nr. 2 (102), pp. 102-110. ISSN 1812-2566.

3. Articles in conference proceedings and other scientific events

3.3. In proceedings of scientific events indexed in the Register of Published Materials of Scientific Events Organized in the Republic of Moldova

3.3.1. Marginean, Livia. Importanta promovării de către autorități a mesajelor cu privire la dreptul copiilor la o familie. In: **Perspectivile de reziliență a familiei în contextul multiplelor crize**. Issue 10, 11 May 2023, Chisinau. Chisinau: Stratum Plus, 2024, pp. 109-118. ISBN 978-9975-3651-5-4.

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- 3.3.3. Marginean, Livia. Asigurarea dreptului copilului la familie: prioritate națională.** In: **State, security and human rights: in digital era.** 8-9 Decembre 2021, Chisinau. Chisinau: USM Editorial-Polygraphic Center, 2022, pp. 272-278. ISBN 978-9975-159-32-6.
- 3.3.4. Marginean, Livia. Indicatori de măsurare a impactului organizațiilor centrate pe protecția copilului. In: Metodologii contemporane de cercetare și evaluare.** Științe Sociale și ale Educației. National Scientific Conference of Doctoral Students, April 22-23, 2021, Chisinau. Chisinau: USM Editorial-Polygraphic Center, 2021, pp. 150-155. ISBN 978-9975-159-16-6.
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5. Other papers

- 5.1** Constantin Gudima. Report on the Financial Analysis of Family-Type Care Services for Children with Disabilities / Research Coordinators: **Livia Marginean**, Liliana Rotaru. New York: CCF Moldova / Better Care Network, 2024. 29 p.
- 5.2** Sorina Miron, **Livia Marginean**. Comparative Analysis Report on the Opportunity of Unifying Social Services "Professional Parental Assistance" (PPA) and "Family-Type Children's Home" (FTC) / Sorina Miron, Livia Marginean. New York: Changing The Way We Care / Catholic Relief Services, 2023. 10 p.
- 5.3** Dumitru Dîrul, Lorina Ghițu, Oleg Paraschiv, **Livia Marginean**. Politica de protecție a copilului în cadrul serviciilor de îngrijire alternativă a copiilor: Suport de curs. Chisinau: Caritas Viena, 2020. 60 p. ISBN 978-9975-87-749-7.
- 5.4** **Livia Marginean**. et al. Consolidarea capacității asistenților parentali profesioniști și a părinților-educatori pentru gestionarea eficientă a comportamentelor copiilor din plasament. Suport de curs. Chișinău: Pro-Mapix, 2019. 103 p. ISBN 978-9975-3366-2-8.
- 5.5** Liliana Rotaru, **Livia Marginean** et al. Asistența familiilor în situație de criză: Pentru formarea continuă a asistenților sociali comunitari. Chisinau: Bons Offices, 2019. 113 p. ISBN 978-9975-87-482-3.
- 5.6** **Livia Marginean**, Marcela Dilion, Cătălin Luca et al. / Programul Operațional Comun România-Ucraina-Republica Moldova 2007-2013: coord.: Liliana Rotaru. Chișinău: Policolor, 2012. 80p. ISBN 978-9975-4191-6-1.
- 5.7** Georgette Mulheir, Liliana Rotaru, **Livia Marginean**. Healing the Past Building the Future: Family Type Homes in the Republic of Moldova. ed. by Audrey Paisey. Chisinau: Hope and Homes for Children, CCF Moldova, 2008. 162 p. ISBN 978-9975-77-097-2.
- 5.8** **Livia Marginean**, Ala Nosatii. Învăț să comunic cu ceilalți / Capitolul III. In: Învăț să fiu. Ghid pentru psihologi școlari, diriginți, profesori. Chisinau: Educational Center „Pro Didactica”, 2008, pp. 68-94. ISBN 978- 9975-9763-1-2.

ADNOTARE

Livia Marginean „Comunicarea interinstituțională axată pe respectarea drepturilor copilului în procesul de dezinstituționalizare”, teză de doctor în științe ale comunicării la specialitatea 571.02 - Comunicare și relații publice, Școala doctorală Științe sociale, Universitatea de Stat din Moldova. Chișinău, 2025.

Structura tezei: 186 pagini de text de bază, adnotare în limbile română, engleză și rusă, lista abrevierilor, introducere, trei capitole, concluzii generale și recomandări, bibliografia din 300 de titluri, 18 anexe, 8 tabele și 8 figuri.

Cuvinte-cheie: comunicare interinstituțională, dezinstituționalizare, mesaj instituțional, bariere ale comunicării, flux informațional, informații, strategii de comunicare, parteneriat public-privat, instituții, organizații necomerciale, autorități publice, copii în situații de risc.

Domeniul de studiu: Comunicare și relații publice

Scopul lucrării: Analiza sistemică a comunicării interinstituționale în calitate de instrument/mecanism eficient de protecție a copilului în procesul de dezinstituționalizare.

Obiectivele tezei: stabilirea reperelor conceptuale prin analiza și sintetizarea literaturii de specialitate și a practicilor existente la nivel național și internațional cu privire la comunicare, dezinstituționalizare și drepturile copilului; clarificarea statutului epistemic al comunicării interinstituționale prin analize comparative; definirea rolului comunicării interinstituționale dintre diverse entități din domeniul drepturilor copilului; identificarea particularităților comunicării interinstituționale; argumentarea caracterului formal și a dimensiunii protectoare a comunicării interinstituționale în cadrul dezinstituționalizării.

Noutatea și originalitatea lucrării constă în faptul că ea reprezintă un studiu inovativ, complex, interdisciplinar și multidimensional al comunicării interinstituționale pe dimensiunea procesului de dezinstituționalizare; cercetarea aduce o contribuție în domeniu prin investigarea modului în care comunicarea între instituțiile publice și private poate fi eficientizată.

Rezultatele obținute au contribuit la consolidarea unei perspective complexe și sistemice asupra comunicării interinstituționale în procesul de dezinstituționalizare, la fundamentarea teoretico-praxiologică a comunicării, relevând evoluția reformelor de dezinstituționalizare la nivel național și internațional, precum și modalitățile de comunicare interinstituțională, barierele, factorii facilitatori și mecanismele care pot asigura progresul prin relevarea beneficiilor aduse de parteneriatele dintre entitățile publice și private.

Semnificația teoretică rezidă în sistematizarea lucrărilor din domeniul comunicării interinstituționale privind instituționalizarea și nocivitatea ei pentru copii. Totodată, cercetarea a fost orientată spre analiza componentelor care asigură eficacitatea intervențiilor prin proceduri instituționale, ghidate de liniile directoare de comunicare, a politicilor, prin proceduri organizaționale și formularea unor propuneri de optimizare a procesului de comunicare interinstituțională, pentru a accelera procesul de dezinstituționalizare.

Valoarea aplicativă a lucrării se reflectă în faptul că ea reprezintă, din punct de vedere teoretico-științific, un studiu multidimensional asupra comunicării interinstituționale, elaborat în scopul identificării celor mai eficiente formule de realizare a comunicării interinstituționale, pentru a fi implementate în Republica Moldova, contribuind la completarea documentelor de politici publice relevante pentru instituțiile protecției copilului, dar și pentru domeniile conexe, și oferind recomandări de completare a strategiilor de comunicare interinstituțională și a protocoalelor de comunicare dintre entități centrate pe domeniul protecției copilului.

Implementarea rezultatelor științifice: Rezultatele cercetării au fost reflectate în culegeri de articole, în rapoarte și comunicări la conferințe naționale și internaționale, în activitatea practică în cadrul CCF Moldova. Tezele abordate în lucrare au fost prezentate și discutate în cadrul unui șir de conferințe naționale și internaționale (14), au fost publicate în 17 lucrări științifice, de interes profesional pentru practicieni și în măsură să contribuie la îmbunătățirea politicilor și practicilor de comunicare interinstituțională în domeniul protecției copilului, în procesul de realizare a reformelor de dezinstituționalizare în Republica Moldova.

ANNOTATION

Livia Marginean, "Interinstitutional Communication Focused on Respecting Children's Rights in the Deinstitutionalization Process", PhD thesis in Communication Sciences, specialty 571.02 - Communication and Public Relations, Doctoral School of Social Sciences, Moldova State University. Chişinău, 2025.

Thesis Structure: The thesis comprises 186 pages of core text, an annotation in Romanian, English, and Russian, a list of abbreviations, an introduction, three chapters, general conclusions and recommendations, a bibliography consisting of 300 sources, 18 appendices, 8 tables, and 8 figures.

Keywords: Interinstitutional communication, deinstitutionalization, institutional message, communication barriers, information flow, information, communication strategy, public-private partnership, institutions, non-commercial organizations, public authorities, children at risk.

Field of Study: Communication and Public Relations

Research Aim: To analyze interinstitutional communication as an effective tool/mechanism for child protection in the deinstitutionalization process.

Research Objectives: Establishing conceptual benchmarks by analyzing specialized literature and existing national and international practices concerning communication, deinstitutionalization, and children's rights; Clarifying the epistemic status of interinstitutional communication through comparative analyses; Defining the role of interinstitutional communication among various entities in the field of children's rights; Identifying the specific features of interinstitutional communication; Arguing for the formal nature and protective dimension of interinstitutional communication in the deinstitutionalization process.

The thesis novelty and originality lie in its status as an innovative, complex, interdisciplinary, and multidimensional analysis of interinstitutional communication within the deinstitutionalization process. The research contributes to the field by investigating how communication between public and private institutions can be optimized for greater efficiency.

The obtained results have contributed to strengthening a **comprehensive and systemic perspective** on interinstitutional communication in the deinstitutionalization process. They have also provided a **theoretical and praxiological foundation** for communication, highlighting the **evolution of deinstitutionalization reforms** at the national and international levels, as well as the **modes of interinstitutional communication, barriers, facilitating factors, and mechanisms** that can drive progress. Furthermore, the study underscores the **benefits of partnerships** between public and private entities in advancing this process.

The theoretical significance of the present research lies in the systematization of research on interinstitutional communication concerning institutionalization and its detrimental effects on children. Additionally, the research stands out through the analysis of the components ensuring the effectiveness of interventions, including institutional procedures guided by communication guidelines and policies, organizational procedures, and the formulation of proposals to optimize the interinstitutional communication process to accelerate deinstitutionalization.

The applied value is reflected in its role as a multidimensional scientific-theoretical analysis of interinstitutional communication, aimed at identifying the most effective models for its implementation in the Republic of Moldova. The research contributes to enhancing public policy documents relevant to child protection institutions and related fields, while also offering recommendations for improving interinstitutional communication strategies and communication protocols among entities focused on child protection.

Implementation of Scientific Results: The research results have been reflected in collections of articles, reports, and conference presentations at national and international levels, as well as in practical activities within CCF Moldova. The key arguments of the study have been presented and discussed at 14 national and international conferences and have been published in 17 scientific papers. These contributions hold professional relevance for practitioners and have the potential to improve interinstitutional communication policies and practices in child protection, particularly in the context of deinstitutionalization reforms in the Republic of Moldova.

АННОТАЦИЯ

Ливия Марджинян «Межведомственная коммуникация, обеспечивающая соблюдение прав детей в процессе деинституционализации», диссертация на соискание ученой степени доктора наук в области коммуникации, специальность 571.02 – Коммуникация и связи с общественностью, Докторантура по социальным наукам Государственного университета Молдовы. Кишинев, 2025.

Структура диссертации: 186 страниц основного текста, аннотация на румынском, английском и русском языках, список аббревиатур, введение, три главы, общие выводы и рекомендации, библиография из 300 источников, 18 приложений, 8 таблиц и 8 фигур.

Ключевые слова: межведомственная коммуникация, деинституционализация, институциональное сообщение, барьеры коммуникации, информационный поток, информация, стратегия коммуникации, государственно-частное партнерство, учреждения, некоммерческие организации, государственные органы, дети в ситуации риска.

Область исследования: Коммуникация и связи с общественностью.

Цель работы: системный анализ межинституциональной коммуникации как эффективного инструмента/механизма защиты детей в процессе деинституционализации.

Задачи: определение концептуальных ориентиров на основе анализа и синтеза специализированной литературы, а также национальных и международных практик в области коммуникации, деинституционализации и защиты прав детей; установление эпистемологического статуса межведомственной коммуникации посредством сравнительного анализа; определение роли межведомственной коммуникации между различными субъектами, действующими в сфере защиты прав детей; выявление специфических характеристик межведомственной коммуникации; обоснование формального характера и защитной функции межведомственной коммуникации в процессе деинституционализации.

Научная новизна и оригинальность исследования представляет собой инновационное, комплексное, междисциплинарное изучение межведомственной коммуникации в деинституционализации, обусловлена детальным анализом механизмов взаимодействия между государственными и частными учреждениями с целью оптимизации коммуникационных процессов и повышения их эффективности.

Полученные результаты укрепили системный подход к межведомственной коммуникации в деинституционализации, обосновали ее теоретико-практическую основу и выявили динамику реформ в данной области на национальном и международном уровнях. Исследование охватывает способы межведомственного взаимодействия, выявляет существующие барьеры, анализирует способствующие факторы и механизмы, которые могут обеспечить прогресс, подчеркивая роль партнерства между государственными и частными структурами.

Теоретическая значимость исследования заключается в систематизации научных работ в области межведомственной коммуникации, касающихся институционализации и ее негативного влияния на детей, обусловлена детальным анализом ключевых компонентов, обеспечивающих эффективность вмешательства, посредством институциональных процедур, основанных на коммуникационных директивах и политических установках. Предложены пути для улучшения коммуникации и ускорения деинституционализации.

Прикладная ценность исследования заключается в том, что она представляет собой теоретико-научное исследование межведомственной коммуникации, направленное на выявление наиболее эффективных моделей межведомственного взаимодействия для их внедрения в Молдове, способствует совершенствованию политики защиты прав детей и предлагает рекомендации по улучшению стратегий и протоколов.

Внедрение научных результатов: Результаты исследования были отражены в отчетах и докладах на национальных и международных конференциях, а также в практической деятельности в рамках CCF Moldova и опубликованы в 14 научных журналах и 17 сборниках конференций, способствуя улучшению межведомственного взаимодействия и реформ по деинституционализации в Молдове.

LIVIA MARGINEAN

**INTERINSTITUTIONAL COMMUNICATION FOCUSED ON UPHOLDING
CHILDREN'S RIGHTS IN THE DEINSTITUTIONALIZATION PROCESS**

571.02 - COMMUNICATION AND PUBLIC RELATIONS

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